



September 10, 2014

Announcement 802

Streamlined Claim Appeal Request Process Implemented

A streamlined process has been implemented for providers to submit claim appeals. A provider claim appeal request now requires less information and fewer documents from the provider, and claim appeals may be submitted via email.

Effective immediately, the required documents providers must submit to request a claim appeal are:

- A letter addressing the specific reason for the appeal, which includes the provider name and National Provider Identifier (NPI) or Atypical Provider Identifier (API), the ICN of the claim, and the name and telephone number of the person to be contacted regarding the appeal. Providers may use form [FA-90 Formal Claim Appeal Request](#) as the cover letter.
- Documentation to thoroughly support the appeal request.
- A completed, original signed paper claim that may be used for processing should the appeal be approved.

Claim appeals may be submitted via mail to HP Enterprise Services, Attn.: Claim Appeals, P.O. Box 30042, Reno NV 89520-3042 or **via email** to ProviderClaimAppeals@hp.com. To submit via email, scan the letter or form FA-90, all supporting documents, and the completed signed original claim, and attach all items to one email. Please send the documents using secure email and write "Claim Appeal" in the subject line. Please note: If the claim appeal is submitted via email, all future correspondence regarding the appeal will be done via email.